

Membership & Brick Associate



INCUMBENT: Vacant
REPORTS TO: Member Relations Supervisor
LOCATION: Bowling Green, KY
STATUS: Part-time, Non-Exempt
DATE: TBD

DESCRIPTION

The Membership/Brick Associate provides excellent customer service and is responsible for compiling and distributing items for membership and brick processes. This position is responsible for sending renewal invoices, sending renewal and new member cards, and distributing brick information. This position will also assist with processing general Museum donations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Correspond with customers on various requests providing excellent customer service via phone, email and face-to-face.
- Assist with preparing and issuing membership packets, cards and renewal notices.
- Process brick orders – specifically, taking orders, and placing orders with supplier, and organizing installation of bricks with facilities maintenance team.
- Correspond with brick customers by providing updates and photos.
- Order and send out name tags, member cards, and certificates for Lifetime members in a timely manner.
- Assist with processing Museum donations through Altru system.
- Responsibilities are not all inclusive, additional duties may be assigned.

EDUCATION/EXPERIENCE

- High School Diploma or equivalent required.
- Minimum of 5 years' experience in customer service role or related field preferred.

QUALIFICATIONS

- Must be able to provide prompt and courteous customer service via email, phone, and face-to-face interaction.
- Ability to utilize Altru database efficiently and accurately.
- Must have strong interpersonal and communication skills.
- Ability to multi-task and function in a team environment.
- Ability to accurately and fairly plan and schedule ahead.
- Possess an understanding of the professional atmosphere.
- Strong work ethic and unquestioned personal and professional integrity.

ESSENTIAL PHYSICAL REQUIREMENTS

- Ability to sit at a desk for one or more hours at a time.

- Ability to operate computer and other equipment in the office.
- Ability to lift and carry up to 40 lbs.
- Must have sufficient mobility to move around the Museum and the community.